

# PARTICIPANT SURVEY

Your feedback is important to us — please take a moment to complete this brief survey. You may also complete it online by visiting [www.carlsbadconnect.org](http://www.carlsbadconnect.org), click on Customer Survey.

Class Date: \_\_\_\_\_ Class Name: \_\_\_\_\_ Instructor Name: \_\_\_\_\_

## Please rate the following:

### The overall quality of the class/program

Excellent      Good      Fair      Poor      if "fair" or "poor" please tell us how we can improve.

### The overall learning experience while participating in this class/program

Excellent      Good      Fair      Poor      if "fair" or "poor" please tell us how we can improve.

## Please rate your level of satisfaction with the following:

### Overall customer service you received

Very satisfied      Satisfied      Dissatisfied      Very dissatisfied

### Do you feel more connected to the community because you came to this class?

Very satisfied      Satisfied      Dissatisfied      Very dissatisfied

### The level of respect and courtesy you were treated with while participating in this program

Very satisfied      Satisfied      Dissatisfied      Very dissatisfied

### Instructor's preparedness and punctuality for class/program

Very satisfied      Satisfied      Dissatisfied      Very Dissatisfied

### Instructor's knowledge and ability to present material

Very satisfied      Satisfied      Dissatisfied      Very Dissatisfied

### The instructor presented the information provided in the class/program description

Very satisfied      Satisfied      Dissatisfied      Very Dissatisfied

### How responsive the instructor was to participants' needs and questions

Very satisfied      Satisfied      Dissatisfied      Very Dissatisfied

Did the speaker attempt to sell their services or products? (circle)      Yes      No

What is the main reason you chose to participate in this class/program? (Check one)

_____ To enhance general knowledge (lifelong learning)	_____ Special interest (hobby)
_____ To try something new	_____ Meet new people
_____ To learn new skills	_____ Just for fun
_____ To help with school/career	_____ Other: _____

### How did you hear about this class/program? (circle)

Advertisement	Community Service Guide	Direct Mail	E-mail	Flyer
Newspaper	Senior Center Newsletter	Sign/Banner	Website	Word of Mouth
Other: _____				

Additional Comments: \_\_\_\_\_

# SENIOR CLASSES/ PROGRAMS